**CCEPD Job Coaching Project**

**Overview**

In 2024, the CCEPD’s Employment and Training Subcommittee held numerous discussions on the topic of business engagement. Discussions evolved into the need of providing business/employer support on the topic of job coaching for employees with disabilities. CCEPD staff and members had met with 10 employer contacts and hope to meet with employers in the Central Valley and North Bay.

Members expressed that there are gaps with the current job coaching information available, and inconsistences across service systems on the issue. Much of the current training information available focuses on the employee or job coach, rarely on the employer. Members felt although all three groups need improved information, there should be a focus on ensuring employers get the support they need throughout the entire job coaching process.

There is a need for a substantial job coaching online resource to assist employers. The CCEPD has done preliminary work for the development of a website that includes a collection of short videos on various areas of job coaching, with corresponding information.

Additionally, the CCEPD is exploring potential policy recommendations relating to job coaching that could be made to the Secretary of the Labor and Workforce Development Agency, and the Secretary of the California Health and Human Services Agency.

**Potential Areas of Focus**

Below are potential areas of focus within the broader issue of job coaching. These areas have been raised by employers and members with job coaching experience, and are in general order of how they would be presented.

* General overview of job coaching and the role of job coaching
  + Employers would benefit from a general overview of job coaching to alleviate possible initial hesitations.
* General background of different programs with job coaching components
  + Since the level of job coaching involvement varies between programs, partners should have a clear understanding of differences.
* Clear understanding and agreement of specific program expectations from all partners
  + Any job coaching program should be clearly laid out for all partners. While each individual experience may vary, there should be a general agreement on expectations of a program.
* Pre-employment meetings
  + Pre-employment meetings should occur between the job coach and employer, employee and employer, and the three combined. These will give all partners a better understanding of expectations, the employee’s skill sets, potential reasonable accommodations, and any other needs.
* Clear communication structure
  + It should be clear how issues are communicated between the job coach, employee, and employer.
* Support line
  + If the job coach is being provided through a service provider, which is likely, a contact through the service provider organization should be available for employers to address any issues with the job coach.
* Schedule of job coach
  + Like the schedule of the employee, the schedule of the job coach should be clearly communicated to the employer so any needs can be addressed accordingly.
* Clear role for job coach
  + The job coach’s role should be to empower the employee. They are not to “baby sit” or do the job of the employee.
* Change in job coaches
  + Job coaches should not be interchangeable. If there are changes of job coaches, they should be minimal and clearly communicated to all partners.
* Phasing out of job coach
  + Ideally, a job coach’s role is to work themselves out of a job. While this may not be possible in all situations, there should be a plan in place to decrease the job coach’s involvement as the employee gains more independence at the job.
* Off boarding of employee
  + When the employee ends their employment, it is ideal to have meetings occur between the job coach and employer, employee and employer, and the three combined, to debrief the experience. Topics such as recommendations should be raised by the employee for empowerment purposes.

**Potential Online Resource**

An employer support piece is needed for job coaching, especially for small to medium-sized businesses. The CCEPD has begun initial work towards the development of a substantial online resource to assist employers with job coaching for people with disabilities.

The online resource will include a collection of short videos (approximately two to three minutes) on the various topic areas above with corresponding text and/or fact sheets that might be helpful to employers. This will be presented differently than accommodations, and more like a best practices resource. Pre-employment job coaching needs will be included. However, the focus of this project will be on job coaching once employment begins, how it helps the employee develop in the workplace, and how it decreases turnover through job retention.

This project would need to be created using existing resources. Videos could be housed on departmental websites. More conversations are needed to determine how to develop the project.

**Potential Policy Recommendations**

Using the potential areas of focus previously referenced in this document, the CCEPD is exploring job coaching policy recommendations that could be made to the Secretary of the Labor and Workforce Development Agency, and the Secretary of the California Health and Human Services Agency.

Given the recent release of the Master Plan for Developmental Services, interest in policy recommendations related to the implementation of the plan’s recommendations has been expressed by members. Some of these policy recommendations may require discussions beyond the topic of job coaching, while some may only focus on job coaching.

Within the scope of the job coaching project, policy recommendations should include how various resources are provided through service systems. Resources are currently incomplete and/or inconsistent across programs. Information should be complete, consistent, and easy to locate. Additionally, resources need to include more awareness about the role of supporting employers. Job coaching resources and trainings should be expanded to understand the employer perspective and ease potential employer hesitations.